

# Building a Scalable Broadband Foundation for Behavioral Health Provider

## Challenges

A rapidly growing behavioral healthcare provider backed by private equity expanded through a mix of acquisitions and new development. This growth left the organization with a highly decentralized and inconsistent network environment. Each location relied on local ISPs, resulting in uneven bandwidth, limited visibility, and fragmented oversight. With no centralized system to manage issues or track network service health, outages were difficult to diagnose, and costs continued to rise.

Sites operating on low bandwidth circuits struggled to support day-to-day operations. Frequent service disruptions and the absence of a unified escalation path strained their internal IT resources.

### Fragmented ISP Footprint With No Visibility

The organization relied on more than 100+ ISP invoices across a variety of local providers.

This decentralized structure created confusion during outages, slowed issue resolution, and eliminated meaningful insight into network performance.

### Insufficient Bandwidth at Many Locations

Several sites operated with outdated or low capacity circuits that could not support increased digital application usage or clinical systems.

### Operational Inefficiencies and Escalation Challenges

When circuits went down, teams were unsure which provider to contact, and troubleshooting became reactive and inconsistent across locations.

### Aging Contracts and Unoptimized Spend

The organization had not evaluated ISP costs in years, leading to overspending and misaligned services.

### Need for Scalable Connectivity to Support Expansion

New builds and acquisitions required a network model that could deploy quickly and consistently, with standardized performance expectations.

## Customer Profile

### Industry

Healthcare

### About

Private equity backed behavioral health provider.

## Solutions

The core of Granite's solution was the rollout of a fully managed broadband environment, supported by centralized monitoring, consolidated billing, and hands on project coordination to standardize service delivery across all locations.

### Managed Broadband With edgeboot for Enhanced Stability

- Deployed managed broadband circuits across the organization's footprint.
- Implemented Granite's edgeboot device to improve performance visibility and simplify remote troubleshooting.

### Streamlined and Customizable Billing Consolidation

- Replaced more than 100+ separate provider invoices with a single, customized billing structure.
- Reduced administrative burden and improved financial clarity across the organization.

### Real Time Visibility Through G360

- Delivered centralized monitoring and reporting for bandwidth, outages, and circuit health.
- Enabled proactive oversight across all sites rather than reactive issue management.

### Cost Optimization Through Granite's Buying Power

- Leveraged national carrier relationships to reduce service costs.
- Provided consistent pricing across locations regardless of local ISP constraints.

### Coordinated Rollout and Project Management

- Assigned a dedicated Project Manager.
- Executed a phased deployment focused on locations with the highest savings opportunities, bandwidth challenges, or new build requirements.
- Conducted weekly calls with stakeholders to ensure seamless implementation.

## Results

By transitioning to Granite's managed broadband solution, the healthcare provider achieved significant operational and financial improvements across its distributed network environment. The organization now benefits from:

- 33.9% reduction in total connectivity costs.
- Improved bandwidth and reliable performance across high demand clinical and administrative sites.
- Centralized visibility allows IT teams to proactively monitor performance and resolve issues faster.
- A single point of contact for all service needs, eliminating confusion about which ISP to call.
- Standardized connectivity for new builds and acquisitions, supporting rapid expansion.
- Reduced operational load on the internal IT team through structured project management and ongoing support.

The partnership with Granite transformed a fragmented, low visibility network environment into a streamlined, resilient, and scalable connectivity ecosystem. By modernizing their broadband infrastructure, consolidating billing, and providing real time insight into network performance, Granite delivered meaningful cost savings, stronger uptime, and a repeatable rollout model that supports ongoing growth.

With a unified network foundation and a trusted partner in place, the organization is now positioned to scale confidently. Now each new location launches with consistent performance, predictable costs, and the infrastructure needed to deliver high quality behavioral healthcare.

